



COUNCIL OF THE DISTRICT OF COLUMBIA
1350 PENNSYLVANIA AVENUE, N.W.
WASHINGTON, D.C. 20004

Phil Mendelson
Councilmember At-Large

April 5, 2012

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Jennifer Greene, Director
Office of Unified Communications
2720 Martin Luther King Jr. Avenue, SE
Washington, DC 20032

Dear Ms. Greene:

I write in follow-up to our discussion at yesterday's hearing regarding the 911 recording that was recently made public during the murder trial of Rickey Pharr for the shooting of Angelo Jones in 2010. When a person calls 911 to report an emergency, an efficient response is crucial. I know you agree. I would like additional information regarding how the Office of Unified Communications handled this particular call.

In the course of the Committee's oversight of the OUC, please respond to the following:

- Why was the ANI/ALI location technology not used during this call?
- At the OUC's budget oversight hearing on April 4, 2012, you stated that the particular call taker in this case was retrained. What did this retraining consist of, and when did it occur in relation to the time and date of this call?
- How are all 911 call takers generally trained, and what is the protocol, regarding how to respond when a caller is unable to provide an exact address?
- In addition to retraining, was any disciplinary action taken in this case? If so, what was the disciplinary action, and when did it occur?
- How can you ensure the Committee and the residents of the District that this type of call-handling will not reoccur?

In 2004-2006 a great effort was expended by your agency to install technology and ensure that telecom providers were ANI/ALI and Phase II compliant. During the past 5 years, however, I have repeatedly asked why this technology is not being used. It is a way to avoid erroneous dispatches, as well as to dispatch emergency responders when the caller is unable to state an address. I appreciate that the OUC's CAD system has been upgraded to utilize landmarks for location identification. But what of a woman seriously injured in Rock Creek Park, or a person kidnapped in a carjacking, someone robbed on the Metropolitan Branch Trail, or a tourist who doesn't know where he is? The PSAP must be able to locate callers when the callers can't. In addition to the bulleted questions, I request a full explanation of how the OUC will ensure it can locate callers.

Sincerely,

A handwritten signature in black ink, appearing to read "Phil Mendelson", written over a horizontal line.

Phil Mendelson, Chairman
Committee on the Judiciary

PM/jj